

Post Occupancy Evaluation Case Studies

Rolex Learning Center

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EPFL Library

LIBER LAG 2018, Wien, 19.04.2018





Basel



Zurich



BERN



Lausanne

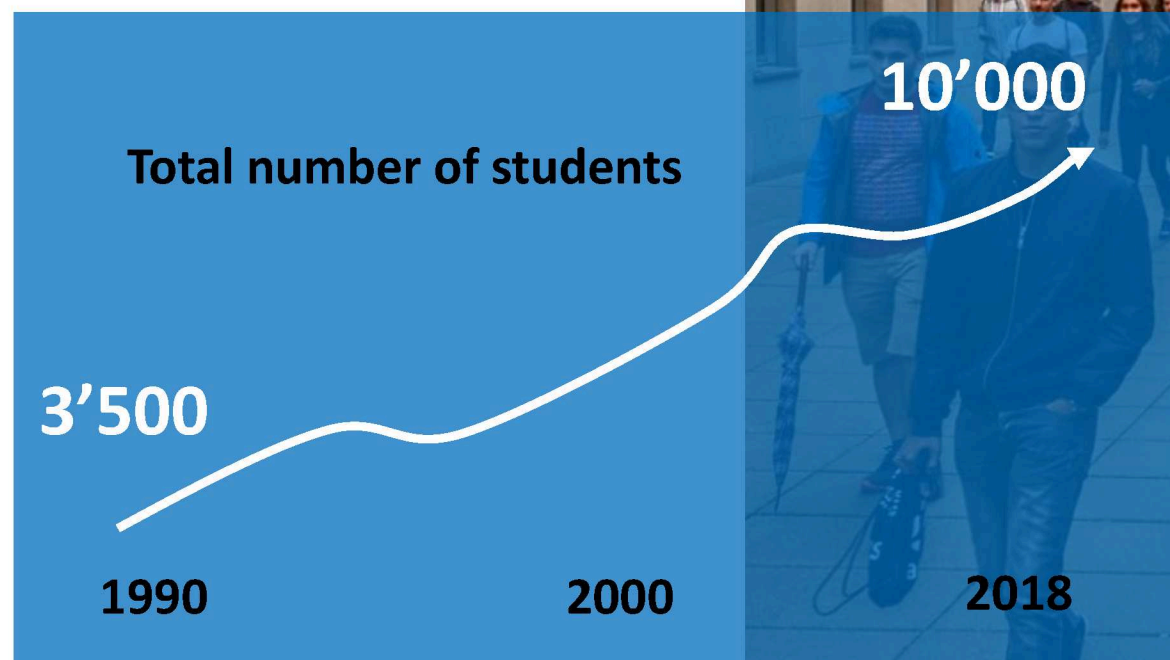


Geneva

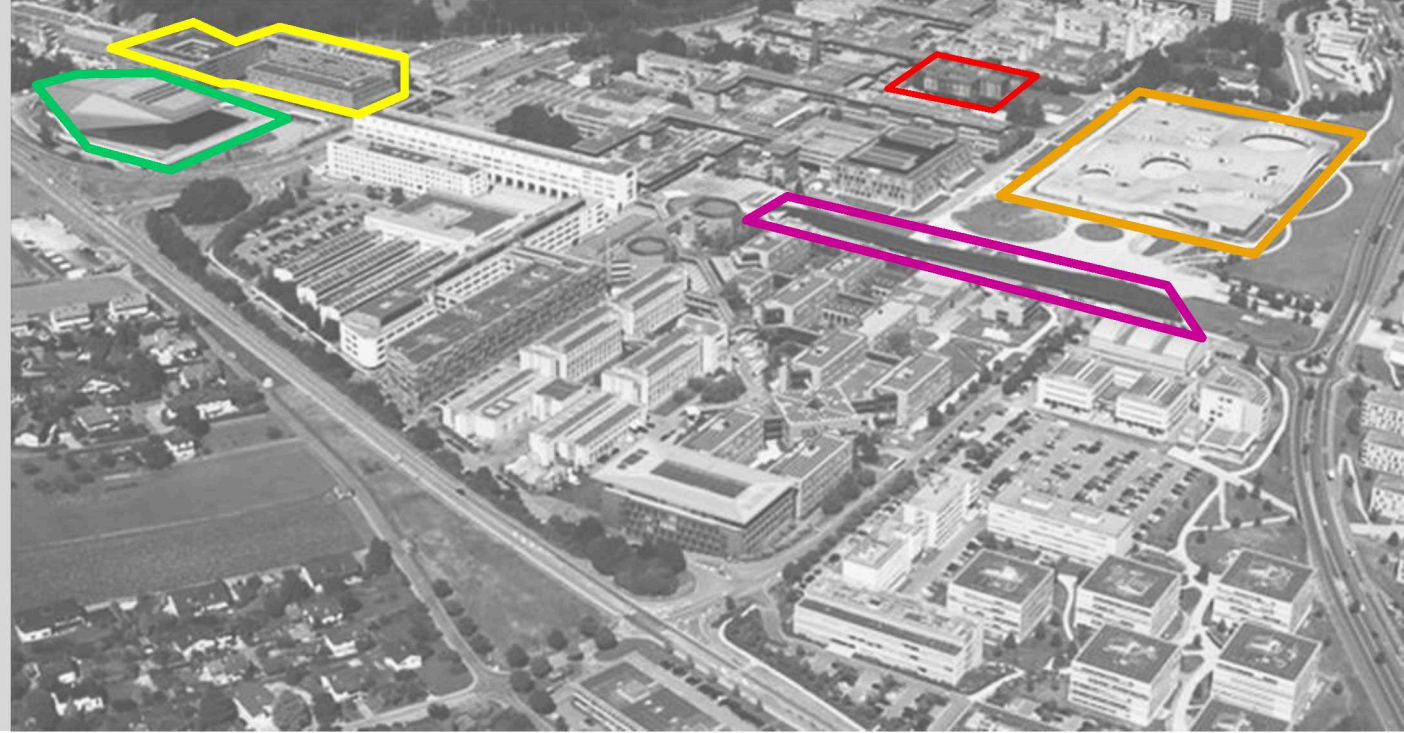


A growing international community

112 nationalities
40% foreign students
60% faculty from abroad



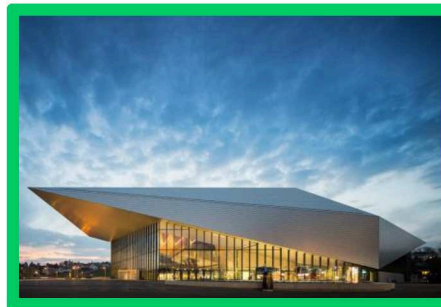
A growing campus



Rolex Learning Center
2010



Central services building
2013



SwissTech Convention
Center
2014

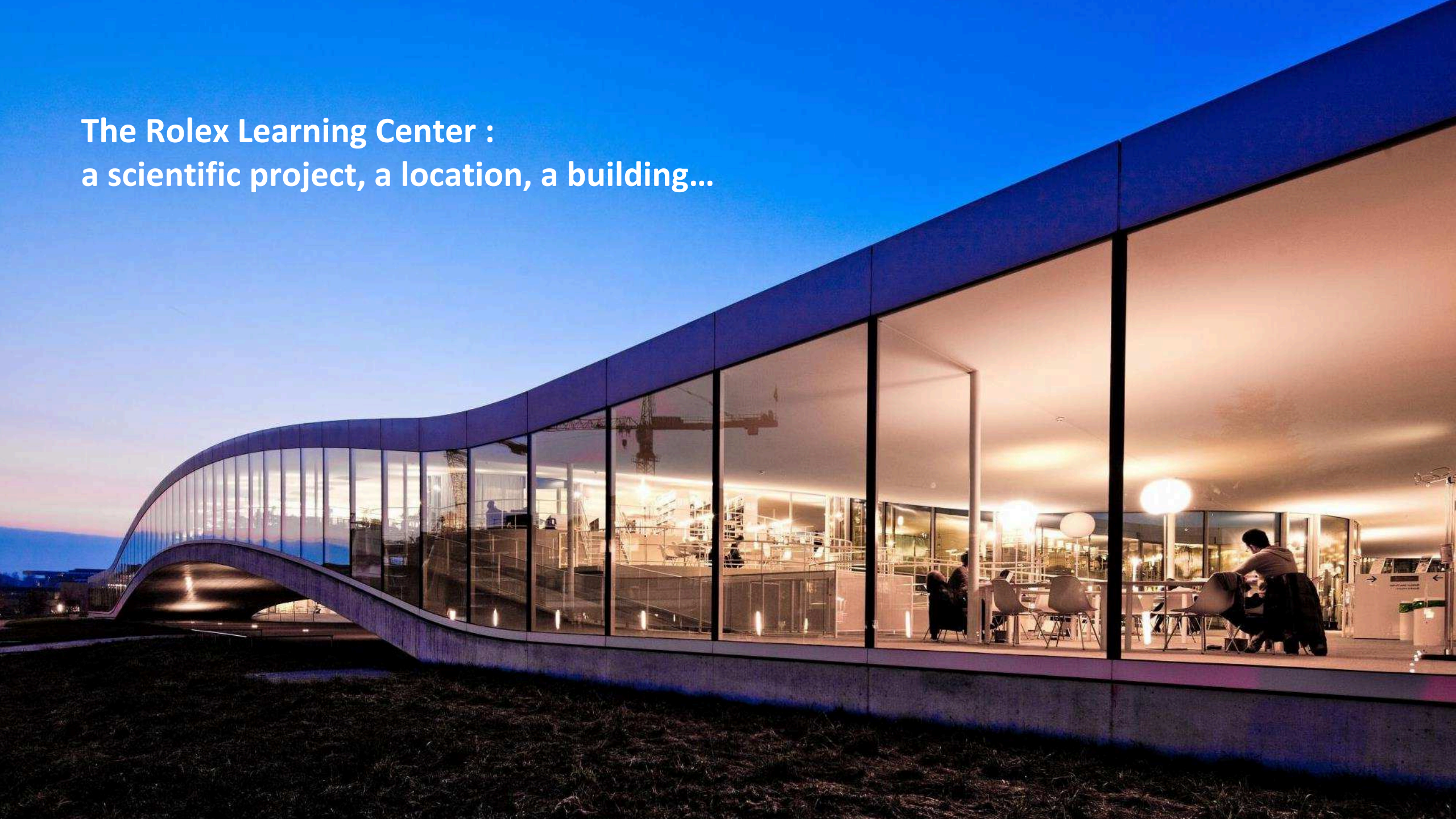


Quartier Nord
2014



ArtLab
2016

The Rolex Learning Center :
a scientific project, a location, a building...







Factsheet

Architect firm SANAA

Kazuyo Sejima
Ryūe Nishizawa
Pritzker Prize 2010

Nickname

The Rolex
(RLC)

Opening

22.02.2010

Library

5 100 m² on 2 levels

Minergie-Standard

Footprint: 20 200 m²

Overall surface area: 88 000 m²

The Rolex as opened in 2010

- Student association, Alumni Association
- Career Development Centre
- Center for Digital Education/Lab Computer-human interaction in learning and instruction
- University Publisher
- Library
- Auditorium
- Bookshop
- Restaurants, snack-bar
- Bank
- Parking
- ... and a lot of empty spaces with beanbags

Seamless network of services

LIBRARY

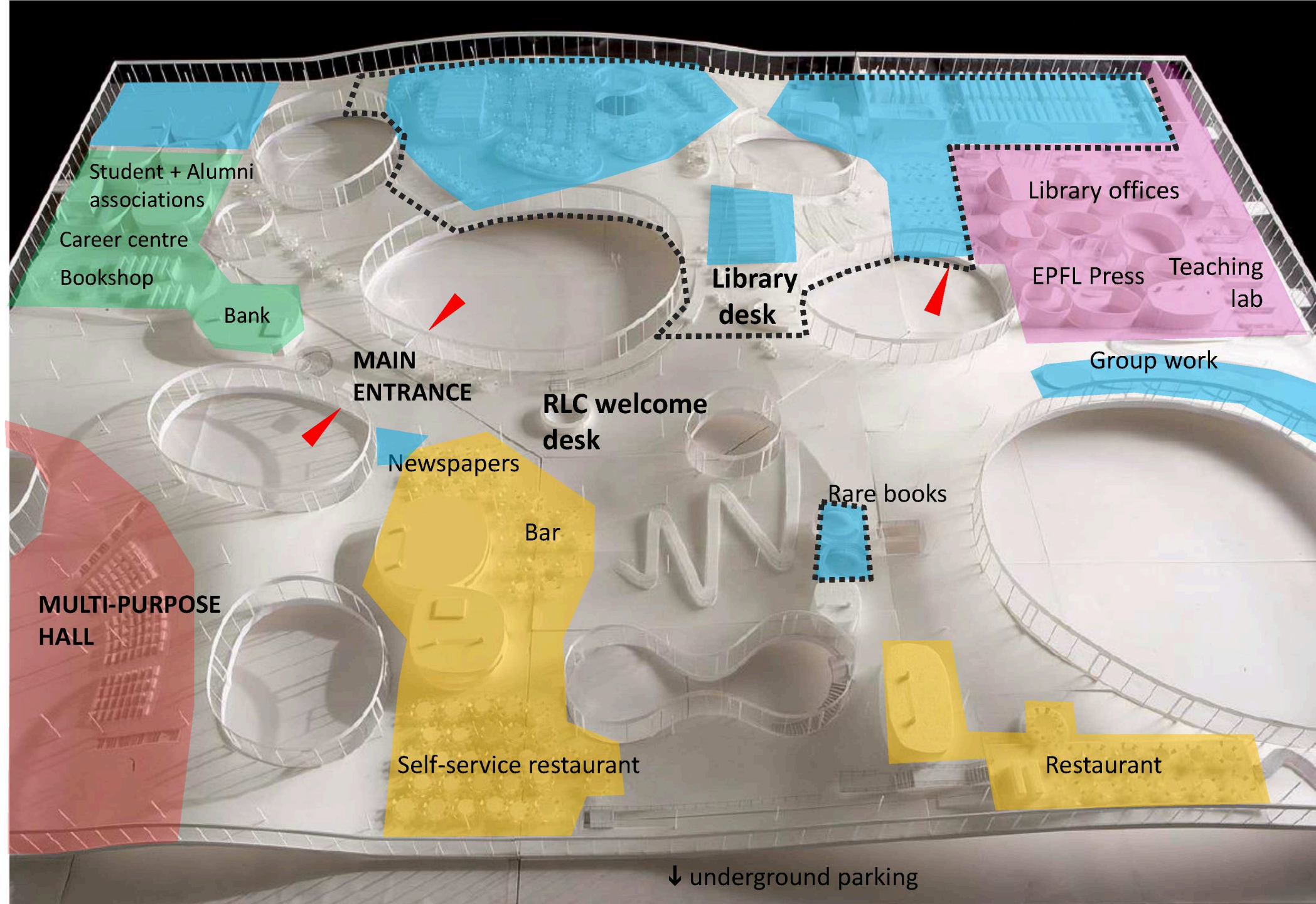
SERVICES

CATERING

OFFICES

COLLECTIONS

WORKING SPACES



The project

- «Openess»
- Interdisciplinarity
- Modularity
- Interactivity
- Fluidity
- Creativity

«Intimate public space»

(and by the way: merge of 10 libraries...)

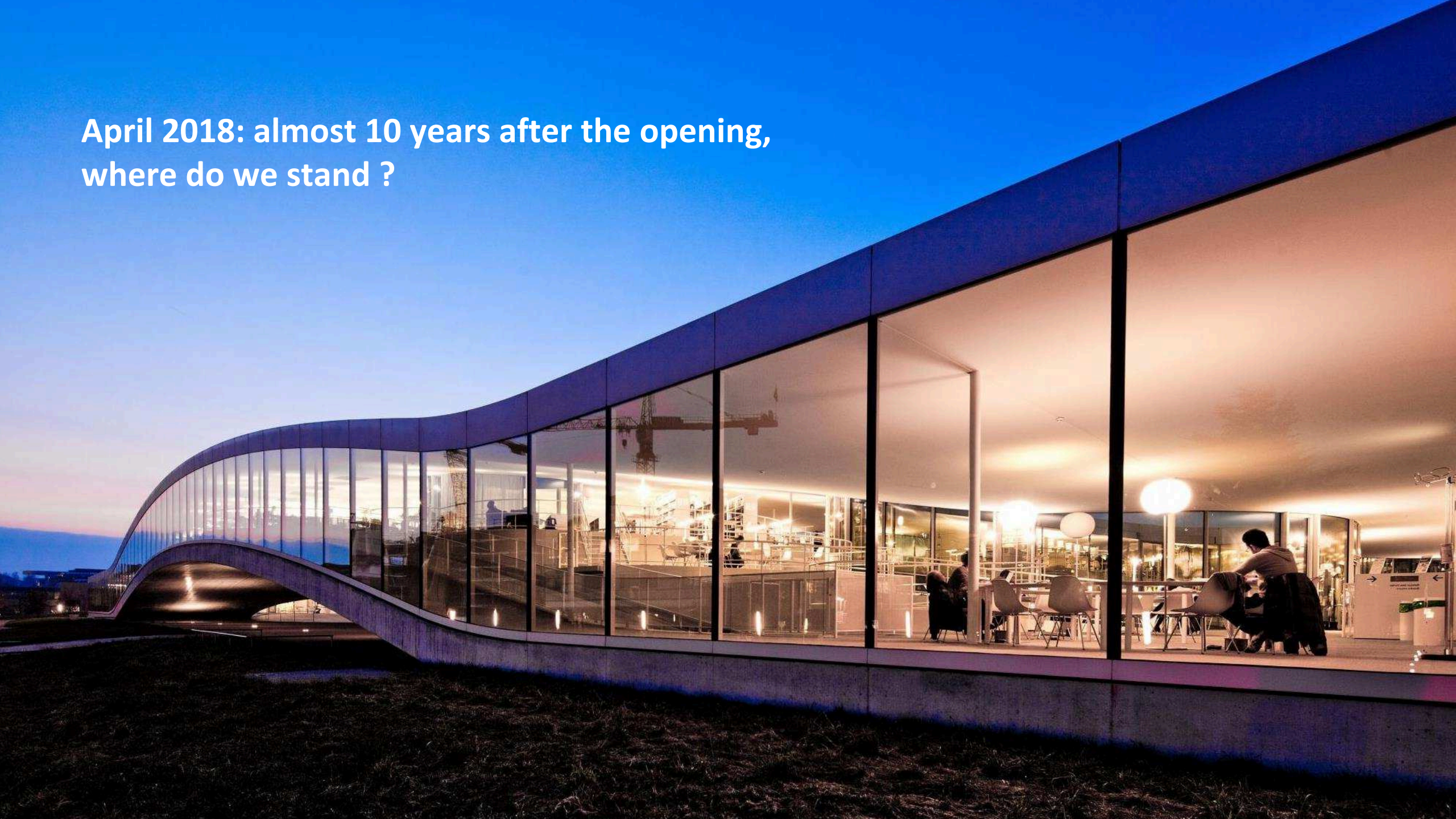




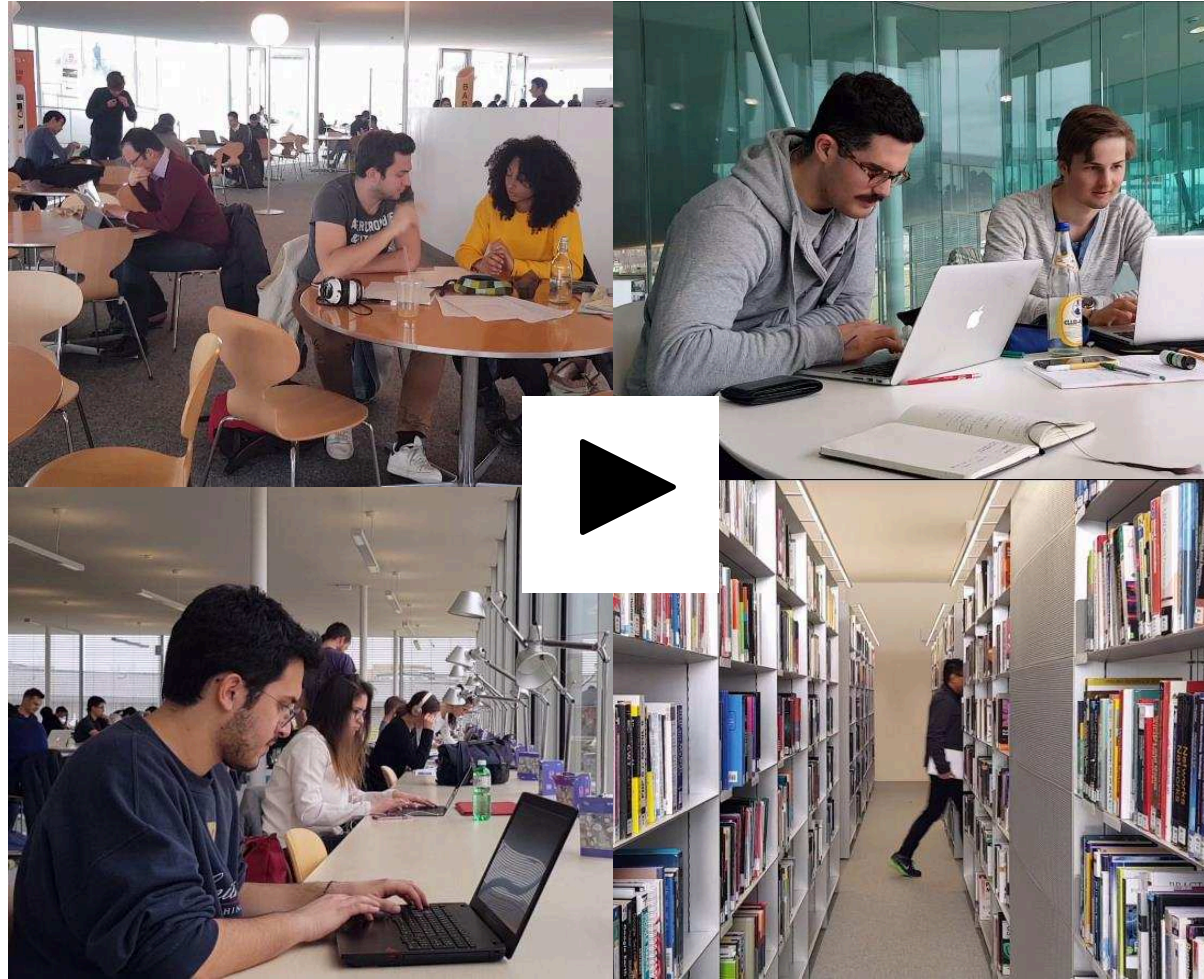




April 2018: almost 10 years after the opening,
where do we stand ?



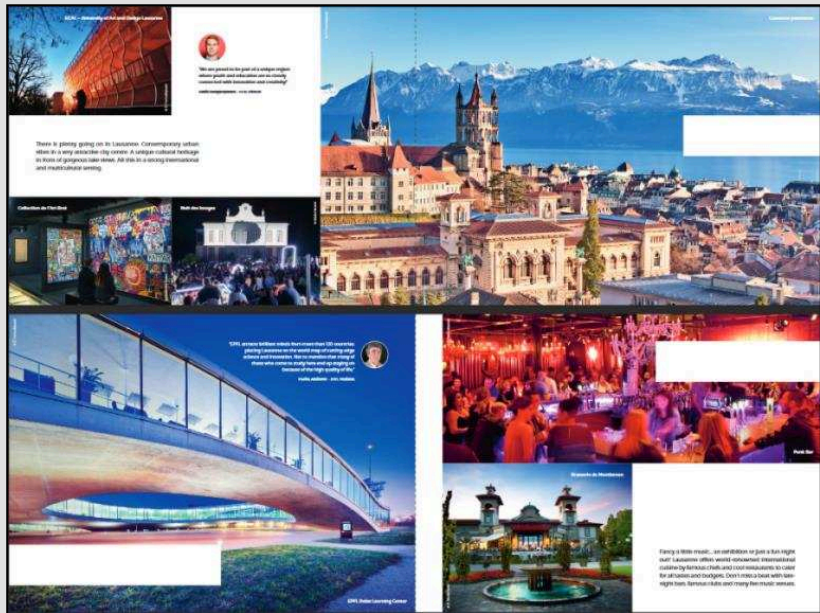
Let's give the floor to the students...



<https://go.epfl.ch/aYj>

An iconic building...

for the City of Lausanne



for our School



for Switzerland
(2015 Iranian
nuclear negotiations)



Main changes since the building opening

- Improvements of **photocopying, scanning and printing facilities**
- **Main reception desk** not run by the Communication Service anymore
- **Closings:** the self-service restaurant, the banking agency
- **Movements:** the Teaching Support Centre, a half of the MOOC factory

What about attendance?

No statistics about the whole building

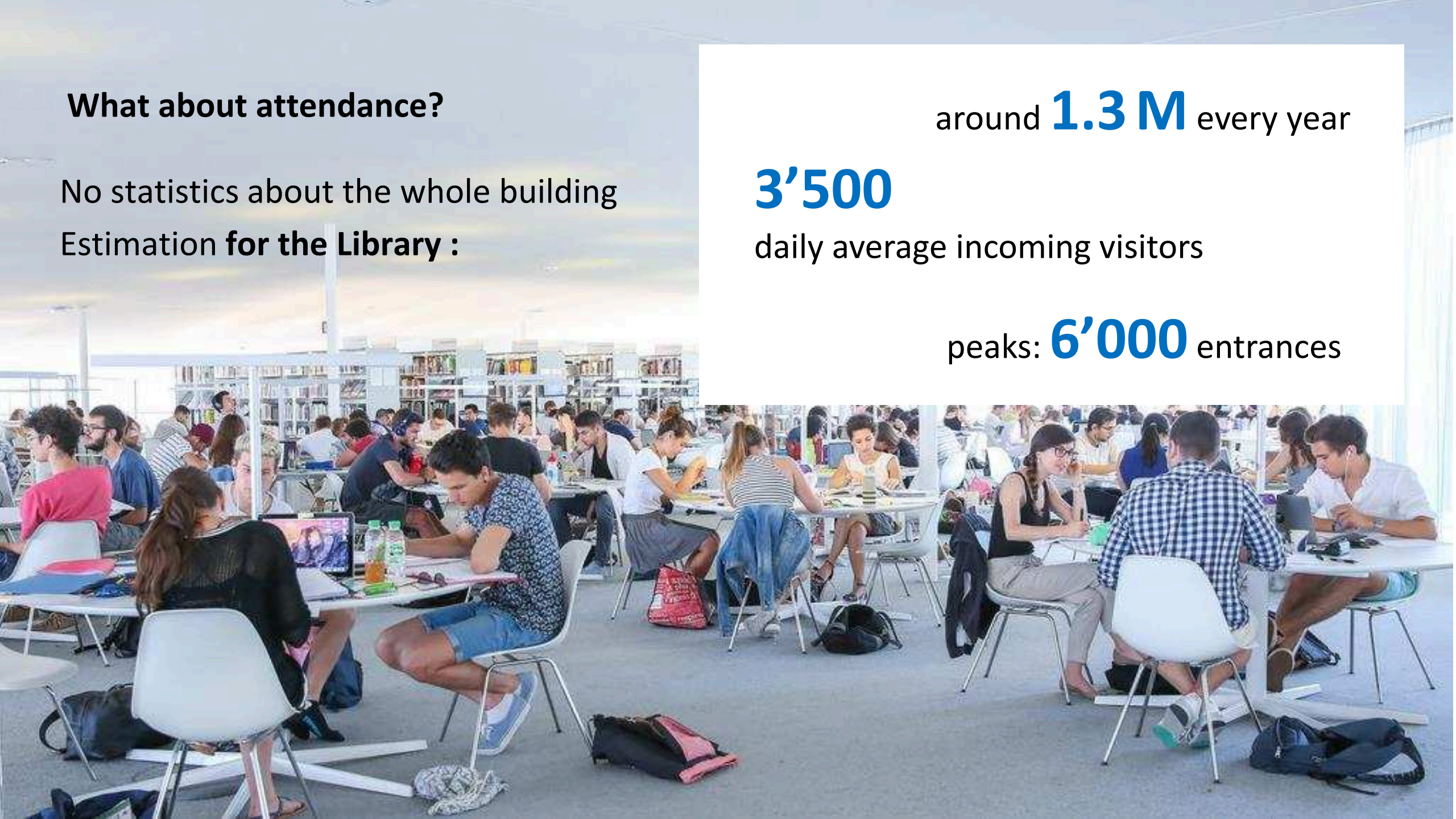
Estimation for the Library :

around **1.3 M** every year

3'500

daily average incoming visitors

peaks: **6'000** entrances



E-collections

90% of document expenses

102'000 ebooks (20'000 in 2010)

19'823 ejournals (11'000 in 2010)

Print collections

10% of document expenses

258'000 books (380'000 in 2010)

4'564 journals (5'200 in 2010)



Open 7 to midnight /7

Self-service loan



Fully accessible collections

Post-occupancy evaluation: the staff point of view

POSITIVE ASPECTS

- Many, many users
- Tranquillity and beauty
- Open space, uncluttered style
- Restful atmosphere
- Design furniture
- Light
- Photogenic background

NEGATIVE ASPECTS

- Not enough seats
- Not enough work rooms (group study)
- No classroom
- Limited modularity, little flexibility (slopes, furniture...)
- Temperature regulation, shutters, windows
- Carpet's degradation

Cohabitation between students from various schools?



In 2017, EPFL Library was mandated to propose user space improvements for the whole building





Assessment of the building use:

- frequentation survey,
- seating usage study ("*seating sweeps*")
- meetings of the building's occupants



Students needs exploration:

- survey of the EPFL BA-MA students (users and non-users)
- meetings : services involved in academic and student life, students associations, representatives in the EPFL Assembly



Analysis of innovative experiences

(literature review, benchmark, visits)

Seating sweeps results (nov. 2017)

- A **busy spot**, whatever the day
(especially at the end of the afternoon and during week-ends)
- Library and other silent areas: **people working alone**
Meeting-bubbles, restaurants area, informal spaces: **people socializing and working in group**
Slopes: **people chilling out**, resting and eating
- The **lack of seats**: a legitimate complain !
About 12% seats occupied by belongings.
Especially true in the Library.

Seating sweeps results (nov. 2017)

Preferred tables:

- near the glazed walls
- small square tables, rectangular tables and seats in a row

Meeting bubbles: highly used, sometimes by people alone

3/4 of users study alone.

1/4 study communally or collaboratively, especially in unsilent zones and meeting bubbles.

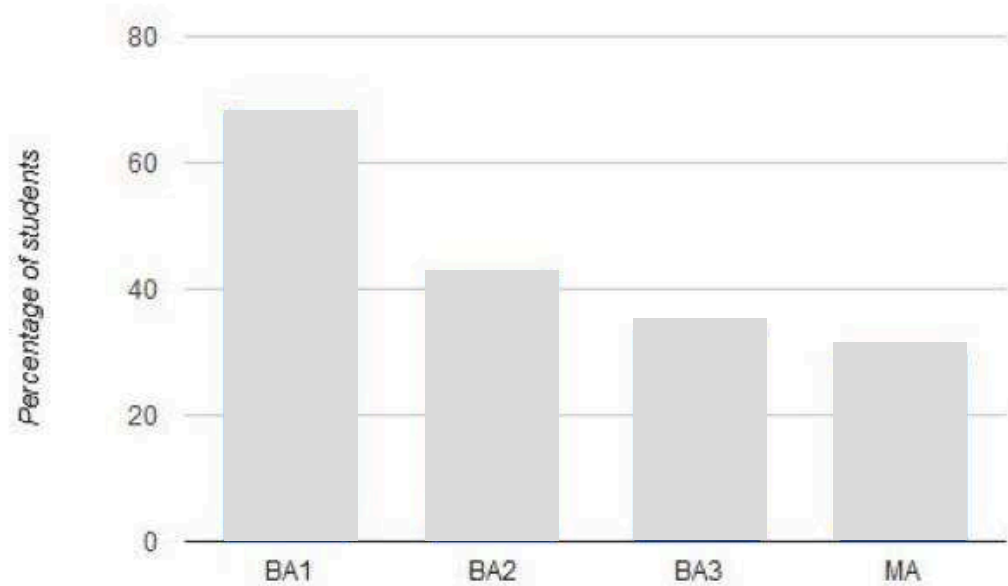
Mostly in **groups of 2 people.**

80% of visitors use **technology equipment:** laptop, Ipad...

When EPFL students express their needs (spring 2017)

Overall **45% come to the Library at least once a week**, whereas 50% never come.

Library attendance declines as the curriculum progresses :



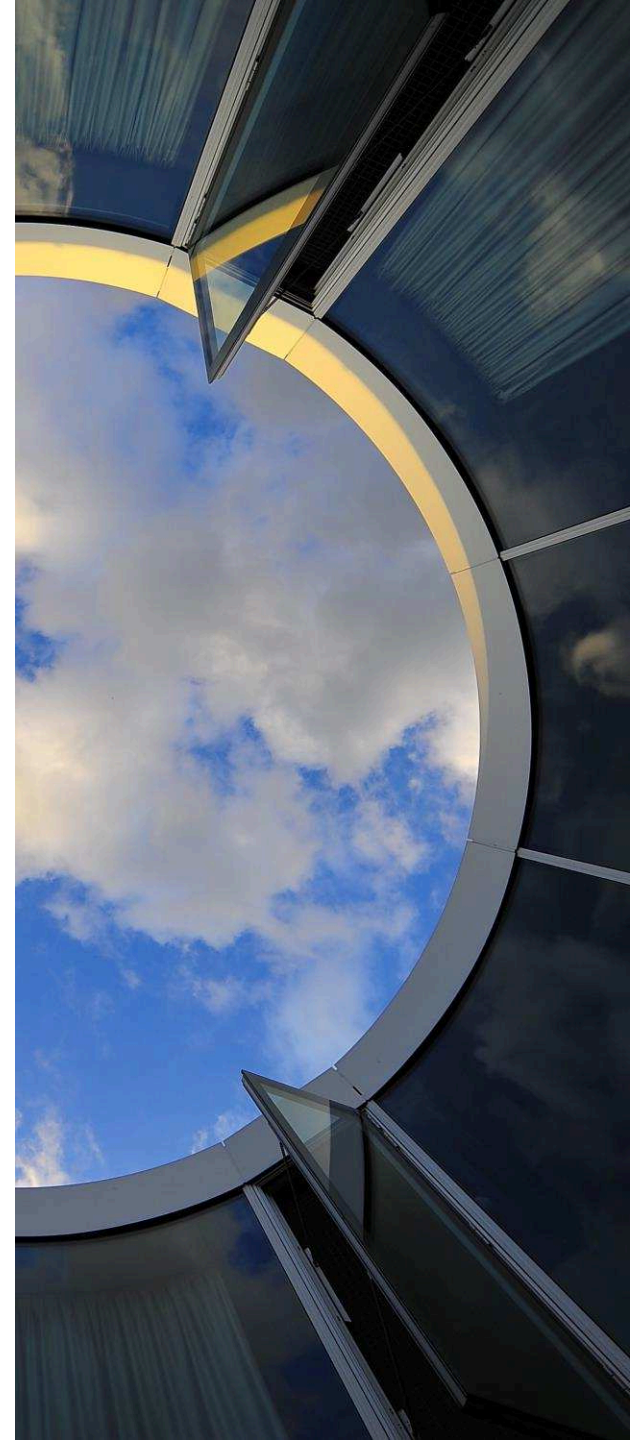
When EPFL students express their needs (spring 2017)

Criticisms:

- individual work: lack of available seats, distance
- group work: speak out loud

Most **requested evolutions**:

- more seats
- additional group study rooms
- low technology equipment
- relaxing area
- free access fablab...



A living building : our projects



Priority needs



More seating positions	Working easily in groups	Various furnitures according to needs	An operational and comfortable helpdesk	Storing belongings in lockers
Working in silence	Reserving and using meeting bubbles easily	Bigger desks	Environments in a good state of repair and cleanliness	Recharging electronic devices
Isolating oneself among the others	More screens, borrowing laptops at any time	Soft seating zone	Being well-informed on the building	Collecting requested items autonomously

The Library proposals



FURNITURE

Additional **tables**. Various configurations: for 1/2/4 people, high tables, adjustable desks...

Seats: chairs, high stools, armchairs, highback seats and sofas.

Mobile furnitures, tables dividers, partitions, alcove sofas.

REDESIGN

Group study rooms with screens and rewritable walls.

Individual study carrels.

New library **helpdesk**.

EQUIPMENT

Small equipment. Multi socket towers.

Self-serve laptops kiosk. More screens.

Additional lockers. Scooters and skates racks.

FACILITIES

Better **signage** (silence, lockers, zones...).

Concierge at the helpdesk on evening and week-end.

**What consequences for the EPFL Library
to be in the Rolex Learning Center?**



Outside of the institution

- Great business card
- Attracts visitors
- Argument used by the institution to invite students to come studying at EPFL
- Appealing for librarians to come working at EPFL Library
- Stimulating!



Within our institution

- Library identified as a place for the students
- Location a little bit outlying on the campus ...too far for some users
- Challenge to be undertaken= be recognised as a Research library, too...
- **Trapped in a too exceptional building?**
- Reorganization of the Library
- Librarian training
- Liaison librarians
- New tasks taken in charge (publishing support, data management...)
- Communication/marketing



Towards ourselves

- **Virtuous cycle :**
an innovative building...
 - for innovative librarians
 - for an innovative library
 - and innovative library services



**The uses and needs of our users
will continue to change,
so will libraries and librarians.
So will the Rolex Learning Center!**



Thank you for your attention!



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